

# 2002 City of Fort Lauderdale, Florida Organizational Climate Survey

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## **Part I: RESOURCES**

1. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate how much you agree with each of the following statements by circling the corresponding number below. [If a statement does not apply to your situation, circle “NA”]

	Strongly <u>Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	Strongly <u>Disagree</u>	Not <u>Apply</u>
(A) I have all the tools and equipment I need to do quality work .....	5	4	3	2	1	NA
(B) I have adequate space to do my job .....	5	4	3	2	1	NA
(C) I get the supplies needed to do my job in a timely manner .....	5	4	3	2	1	NA
(D) Repairs to equipment that I need to do my job are completed in a timely manner .....	5	4	3	2	1	NA
(E) The City’s voice mail system meets my needs .....	5	4	3	2	1	NA
(F) The City’s e-mail system meets my needs .....	5	4	3	2	1	NA
(G) Sufficient preparation is undertaken to fill job vacancies .....	5	4	3	2	1	NA
(H) My desktop computer meets my needs .....	5	4	3	2	1	NA
(I) City vehicles are available when needed .....	5	4	3	2	1	NA

2. If the City were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better. If you do not think improvements are needed in any of these areas, please circle **NONE NEEDED**. [Write the letters below for your 1<sup>st</sup> and 2<sup>nd</sup> choices using the letters from the list in question #1.]

                      
1<sup>st</sup> Choice
                      
2<sup>nd</sup> Choice
                      
None Needed

3. Overall, how satisfied are you with the quality and availability of resources in the department or division where you work? (Check ONE)
- ☐ (5) Very Satisfied  
☐ (4) Satisfied  
☐ (3) Neutral  
☐ (2) Dissatisfied  
☐ (1) Very Dissatisfied  
☐ (9) Don’t know

## Part II: WORK ENVIRONMENT

4. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate how much you agree with each of the following statements by circling the corresponding number below. *Your WORK UNIT is the group of employees in your department or division with whom you interact and share a common supervisor.* [If a statement does not apply to your situation, circle “NA”]

<u><b>NEGATIVE FACTORS</b></u>	Strongly <u>Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	Strongly <u>Disagree</u>	Not <u>Apply</u>
(A) Gender discrimination is a problem in my work unit.....	5.....	4.....	3.....	2.....	1.....	NA
(B) Racial/ethnic discrimination is a problem in my work unit .....	5.....	4.....	3.....	2.....	1.....	NA
(C) Unwanted sexual remarks/sexual harassment is a problem in my work unit .....	5.....	4.....	3.....	2.....	1.....	NA
(D) Age discrimination is a problem in my work unit .....	5.....	4.....	3.....	2.....	1.....	NA

### **POSTIVE FACTORS**

(E) My work unit is free from hostility .....	5.....	4.....	3.....	2.....	1.....	NA
(F) I am treated with respect by my co-workers .....	5.....	4.....	3.....	2.....	1.....	NA
(G) I am treated with respect by my immediate supervisor .....	5.....	4.....	3.....	2.....	1.....	NA
(H) I am treated with respect by senior management.....	5.....	4.....	3.....	2.....	1.....	NA

5. If the City were to make improvements in the areas listed in Questions #4a-h above, which **TWO** items do you think should be emphasized most over the next two years in order to help you do your job better. If you do not think improvements are needed in any of these areas, please circle **NONE NEEDED**. [Write the letters below for your 1<sup>st</sup> and 2<sup>nd</sup> choices using the letters from the list in question #4.]

                      
1<sup>st</sup> Choice
                      
2<sup>nd</sup> Choice
                      
None Needed

6. Overall, how satisfied are you with the work environment in the department or division where you work? (Check ONE)
- |                                  |                                     |
|----------------------------------|-------------------------------------|
| <u>      </u> (5) Very Satisfied | <u>      </u> (2) Dissatisfied      |
| <u>      </u> (4) Satisfied      | <u>      </u> (1) Very Dissatisfied |
| <u>      </u> (3) Neutral        | <u>      </u> (9) Don't know        |
7. Do you generally think the City is a good place to work? (Check ONE)
- (1) Yes             (2) No
8. Would you recommend employment with the City to a friend or family? (Check ONE)
- (1) Yes             (2) No

### **Part III: COMMUNICATION**

9. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate how much you agree with each of the following statements by circling the corresponding number below. [If a statement does not apply to your situation, circle “NA”]

	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>	<u>Not</u> <u>Apply</u>
(A) I receive information about things that affect me in a timely manner .....	5.....	4.....	3.....	2.....	1.....	NA
(B) My immediate supervisor keeps me well informed .....	5.....	4.....	3.....	2.....	1.....	NA
(C) The City’s employee newsletter is a good source of information .....	5.....	4.....	3.....	2.....	1.....	NA
(D) I know where to go when I have questions about a work related issue .....	5.....	4.....	3.....	2.....	1.....	NA
(E) Employees in my department are easy to contact .....	5.....	4.....	3.....	2.....	1.....	NA
(F) Employees in other departments are easy to contact .....	5.....	4.....	3.....	2.....	1.....	NA
(G) I know who to refer the public to when I receive requests for information that are outside my area of responsibility.....	5.....	4.....	3.....	2.....	1.....	NA

10. If the City were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better. If you do not think improvements are needed in any of these areas, please circle **NONE NEEDED**. [Write the letters below for your 1<sup>st</sup> and 2<sup>nd</sup> choices using the letters from the list in question #9.]

<u>                    </u>	<u>                    </u>	None Needed
1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	

11. Overall, how satisfied are you with the quality of communication in the department or division where you work? (Check ONE)

\_\_\_ (5) Very Satisfied  
\_\_\_ (4) Satisfied  
\_\_\_ (3) Neutral  
\_\_\_ (2) Dissatisfied  
\_\_\_ (1) Very Dissatisfied  
\_\_\_ (9) Don’t know

#### **Part IV: COMPENSATION & BENEFITS**

**12. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate how much you agree with each of the following statements by circling the corresponding number below. [If a statement does not apply to your situation, circle “NA”]**

	<b><u>Strongly</u></b> <b><u>Agree</u></b>	<b><u>Agree</u></b>	<b><u>Neutral</u></b>	<b><u>Disagree</u></b>	<b><u>Strongly</u></b> <b><u>Disagree</u></b>	<b><u>Not</u></b> <b><u>Apply</u></b>
(A) I am familiar with the City’s retirement benefits .....	5.....	4.....	3.....	2.....	1.....	NA
(B) I understand what is covered by the health plan I am provided through my employment with the City .....	5.....	4.....	3.....	2.....	1.....	NA
(C) My health plan benefits are easy to use.....	5.....	4.....	3.....	2.....	1.....	NA
(D) Problems with my health plan benefits are easy to resolve .....	5.....	4.....	3.....	2.....	1.....	NA
(E) The City does a good job managing my health insurance plan .....	5.....	4.....	3.....	2.....	1.....	NA
(F) The City does a good job managing Worker’s Compensation claims .....	5.....	4.....	3.....	2.....	1.....	NA
(G) I am knowledgeable about the City’s vacation and sick leave benefits .....	5.....	4.....	3.....	2.....	1.....	NA
(H) My pay check is almost always accurate.....	5.....	4.....	3.....	2.....	1.....	NA
(I) Problems with my pay are easy to resolve .....	5.....	4.....	3.....	2.....	1.....	NA

**13. If the City were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better. If you do not think improvements are needed in any of these areas, please circle NONE NEEDED. [Write the letters below for your 1<sup>st</sup> and 2<sup>nd</sup> choices using the letters from the list in question #12.]**

<u>                    </u>	<u>                    </u>	None Needed
1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	

## **Part V: REWARDS & RECOGNITION**

- 14. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate how much you agree with each of the following statements by circling the corresponding number below. [If a statement does not apply to your situation, circle “NA”]**

	<b><u>Strongly Agree</u></b>	<b><u>Agree</u></b>	<b><u>Neutral</u></b>	<b><u>Disagree</u></b>	<b><u>Strongly Disagree</u></b>	<b><u>Not Apply</u></b>
(A) City employees who perform well receive adequate recognition.....	5.....	4.....	3.....	2.....	1.....	NA
(B) The work I perform is evaluated fairly.....	5.....	4.....	3.....	2.....	1.....	NA
(C) Rewards and recognition are distributed fairly.....	5.....	4.....	3.....	2.....	1.....	NA
(D) Promotions are awarded fairly .....	5.....	4.....	3.....	2.....	1.....	NA
(E) Managers in my department recognize individual accomplishments.....	5.....	4.....	3.....	2.....	1.....	NA
(F) Poor job performance is dealt with effectively by managers in my work unit .....	5.....	4.....	3.....	2.....	1.....	NA
(G) The City should recognize employee accomplishments more .....	5.....	4.....	3.....	2.....	1.....	NA

- 15. If the City were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better. If you do not think improvements are needed in any of these areas, please circle NONE NEEDED. [Write the letters below for your 1<sup>st</sup> and 2<sup>nd</sup> choices using the letters from the list in question #14 above.]**

\_\_\_\_\_  
1<sup>st</sup> Choice

\_\_\_\_\_  
2<sup>nd</sup> Choice

None Needed

- 16. Overall, how satisfied are you with the level of rewards and recognition that is currently given by the City to employees in your work unit? (Check ONE)**

\_\_\_ (5) Very Satisfied  
\_\_\_ (4) Satisfied  
\_\_\_ (3) Neutral

\_\_\_ (2) Dissatisfied  
\_\_\_ (1) Very Dissatisfied  
\_\_\_ (9) Don't know

- 17. Overall, how satisfied are you with your current employment with the City of Fort Lauderdale? (Check ONE)**

\_\_\_ (5) Very Satisfied  
\_\_\_ (4) Satisfied  
\_\_\_ (3) Neutral

\_\_\_ (2) Dissatisfied  
\_\_\_ (1) Very Dissatisfied  
\_\_\_ (9) Don't know

- 18. Compared to a year ago, how do you think the quality of your employment with the City of Fort Lauderdale has changed? (Check ONE)**

\_\_\_ (5) Much better  
\_\_\_ (4) Somewhat better  
\_\_\_ (3) About the same

\_\_\_ (2) Somewhat worse  
\_\_\_ (1) Much worse  
\_\_\_ (9) Don't know

## Part VI: STRATEGIC DIRECTION

19. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate how much you agree with each of the following statements by circling the corresponding number below. [If a statement does not apply to your situation, circle “NA”]

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Apply
(A) I know the City's vision for the future & how my department contributes to that vision	5	4	3	2	1	NA
(B) I know my departments/division's performance goals	5	4	3	2	1	NA
(C) I know how my job supports the City's long range goals	5	4	3	2	1	NA
(D) City departments work well together	5	4	3	2	1	NA
(E) This City is moving in the right direction	5	4	3	2	1	NA
(F) Managers in my department are realistic in their expectations of employee performance	5	4	3	2	1	NA
(G) Staff in my department are organized effectively	5	4	3	2	1	NA
(H) Employees in my work unit are highly motivated about accomplishing our goals	5	4	3	2	1	NA
(I) I seldom waste time because I don't know what to do	5	4	3	2	1	NA

20. If the City were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better. If you do not think improvements are needed in any of these areas, please circle **NONE NEEDED**. [Write the letters below for your 1<sup>st</sup> and 2<sup>nd</sup> choices using the letters from the list in question #19 above.]

\_\_\_\_\_  
1<sup>st</sup> Choice

\_\_\_\_\_  
2<sup>nd</sup> Choice

None Needed

21. Overall, how satisfied are you with the strategic direction that is provided by senior City leaders? (Check ONE)

\_\_\_\_ (5) Very Satisfied  
\_\_\_\_ (4) Satisfied  
\_\_\_\_ (3) Neutral  
\_\_\_\_ (2) Dissatisfied  
\_\_\_\_ (1) Very Dissatisfied  
\_\_\_\_ (9) Don't know

## **Part VII: PROFESSIONAL DEVELOPMENT**

- 22. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate how much you agree with each of the following statements by circling the corresponding number below. [If a statement does not apply to your situation, circle “NA”]**

	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>	<u>Not</u> <u>Apply</u>
(A) I receive adequate training to perform my job responsibilities.....	5.....	4.....	3.....	2.....	1.....	NA
(B) I receive constructive feedback on my work performance from my immediate supervisor. ....	5.....	4.....	3.....	2.....	1.....	NA
(C) There are an adequate number of career opportunities available for me at the City ...	5.....	4.....	3.....	2.....	1.....	NA
(D) The City does a good job of preparing employees for promotions .....	5.....	4.....	3.....	2.....	1.....	NA
(E) Orientation programs for new employees are effective .....	5.....	4.....	3.....	2.....	1.....	NA
(F) I am familiar with the City’s Organizational Development & Training programs .....	5.....	4.....	3.....	2.....	1.....	NA
(G) The Organizational Development & Training programs I have attended are effective.....	5.....	4.....	3.....	2.....	1.....	NA

- 23. If the City were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better. If you do not think improvements are needed in any of these areas, please circle NONE NEEDED. [Write the letters below for your 1<sup>st</sup> and 2<sup>nd</sup> choices using the letters from the list in question #22]**

_____	_____	None Needed
1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	

## **Part VIII: PERCEPTIONS OF MANAGEMENT**

- 24. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate how much you agree with each of the following statements by circling the corresponding number below. [If a statement does not apply to your situation, circle “NA”]**

	<b><u>Strongly Agree</u></b>	<b><u>Agree</u></b>	<b><u>Neutral</u></b>	<b><u>Disagree</u></b>	<b><u>Strongly Disagree</u></b>	<b><u>Not Apply</u></b>
(A) My immediate supervisor makes good use of my time.....	5.....	4.....	3.....	2.....	1.....	NA
(B) I have confidence in my immediate supervisor’s ability to do his/her job .....	5.....	4.....	3.....	2.....	1.....	NA
(C) I have confidence in my division manager’s ability to do his/her job.....	5.....	4.....	3.....	2.....	1.....	NA
(D) I have confidence in my department director’s ability to lead my department .....	5.....	4.....	3.....	2.....	1.....	NA
(E) I think the City Manager’s Office does a good job managing the city .....	5.....	4.....	3.....	2.....	1.....	NA
(F) I think my division/department could respond effectively to a major crisis or disaster .....	5.....	4.....	3.....	2.....	1.....	NA

## **Part IX: OVERALL ATTITUDES AND PRIORITIES**

- 25. Using a 5-point scale, where “5” means “Very Important” and “1” means “NOT Important,” please indicate how important you think it is for the City to make improvements in each of the following areas over the next two years by circling the number below. [If you Don’t Know, circle “NA”]**

	<u>Very Important</u>		<u>Somewhat Important</u>		<u>Not Important</u>	<u>Don't Know</u>
(A) Ensuring employees have resources to do their job.....	5.....	4.....	3.....	2.....	1.....	NA
(B) Improving internal communication .....	5.....	4.....	3.....	2.....	1.....	NA
(C) Fostering a work environment that is free of all forms of discrimination .....	5.....	4.....	3.....	2.....	1.....	NA
(D) Educating employees about compensation and benefits.....	5.....	4.....	3.....	2.....	1.....	NA
(E) Providing more recognition to employees.....	5.....	4.....	3.....	2.....	1.....	NA
(F) Enhancing professional development opportunities for employees .....	5.....	4.....	3.....	2.....	1.....	NA
(G) Promoting a strategic vision for the organization .....	5.....	4.....	3.....	2.....	1.....	NA

- 26. If the City were to make improvements in the areas listed above, which TWO items do you think should be emphasized most over the next two years in order to help you do your job better. If you do not think improvements are needed in any of these areas, please circle NONE NEEDED. [Write the letters below for your 1<sup>st</sup> and 2<sup>nd</sup> choices using the letters from the list in question #25.]**

\_\_\_\_\_  
1<sup>st</sup> Choice

\_\_\_\_\_  
2<sup>nd</sup> Choice

None Needed



**DEMOGRAPHICS:** In order to ensure that we have a representative sample of employees, please provide the information below. **If you are not comfortable providing this information, please leave this page blank.**

Please **CHECK** the City **Department** **AND** the **Division** in which you work

- ☐ **(10) Administrative Services**
  - ☐ (11) Administration/Information Technology
  - ☐ (12) Central Services
  - ☐ (13) Parking
  - ☐ (14) Human Resources
  - ☐ (15) Purchasing
- ☐ **(20) City Manager's Office** (City Manager's Office, Public Information, Internal Audit)
- ☐ **(30) City Clerk/City Attorney**
- ☐ **(40) Community and Economic Development**
  - ☐ (41) Office of Community Planning/CRA/Economic Development
  - ☐ (42) Executive Airport/Administration
  - ☐ (43) Redevelopment Services/Marine Facilities/Housing & Community Development
  - ☐ (44) Community Inspections
- ☐ **(50) Finance**
  - ☐ (51) Administration/Central Accounting/Budget/Risk Management
  - ☐ (52) Treasury
- ☐ **(60) Fire Rescue**
  - ☐ (61) Office of the Fire Chief/Financial Management/EMS Training & Special Operations
  - ☐ (62) Prevention & Support Services
  - ☐ (63) Operations/A Shift
  - ☐ (64) Operations/B Shift
  - ☐ (65) Operations/C Shift
- ☐ **(70) Parks and Recreation**
  - ☐ (71) Administration/Special Facilities
  - ☐ (72) Parks Division
  - ☐ (73) Recreation
- ☐ **(80) Police**
  - ☐ (81) Office of the Chief/Legal Unit/Internal Affairs/Executive Officer/Grants Coordinator/Staff Inspections/Public Information
  - ☐ (82) Shift One
  - ☐ (83) Shift Two
  - ☐ (84) Shift Three
  - ☐ (85) Investigative Services Division (Criminal & Special Investigations)
  - ☐ (86) Support Service Bureau (Administrative Support Division, Staff Support Division, Information Services Division)
  - ☐ (87) Operations Support (Traffic, Mounted Unit, Canine Unit, Marine Unit, Community Support)
- ☐ **(90) Public Services**
  - ☐ (90) Administration
  - ☐ (91) Customer Service
  - ☐ (92) Distribution and Collection
  - ☐ (93) Sanitation
  - ☐ (94) Environmental Services
  - ☐ (95) Waste Water
  - ☐ (96) Maintenance
  - ☐ (97) Trades
  - ☐ (98) Engineering
  - ☐ (99) Construction Services

**OPTIONAL COMMENTS:** In the space provided below, please share any other concerns or comments you would like to make. These could include suggestions for making your work environment better, concerns about issues facing your department, or any other comments you think would be appropriate to share. Feel free to attach additional pages if necessary.

**City of Fort Lauderdale Thanks You For Your Time - This Concludes the Survey.  
Please return your completed survey in the enclosed self addressed envelope to:  
ETC Institute, 725 W. Frontier Circle, Olathe, Kansas 66061**